X-pand into the Future

e u r e x *circular 131/10*

Date: Frankfurt, July 5, 2010
Recipients: All Trading Members of Eurex Deutschland and Eurex Zürich and Vendors
Authorized by: Jürg Spillmann

Action required

Eurex Member Section: Orders for Connections and technical Change Requests only via Online Service "Tickets & Requests" as of September 1, 2010

Contact: Service Point Team, tel. +49-69-211-1 78 88, e-mail: servicepoint@eurexchange.com

Content may be most important for:

- Ü Front Office/Trading
- Ü Middle + Backoffice
- Ü IT/System Administration

Attachments:
none

Summary:

In order to harmonize ordering processes, as of **September 1, 2010**, only such orders for connections and technical change requests which have been entered via the online service "Tickets & Requests" will be accepted. Tickets & Requests is a service offered in the Eurex Member Section on the Eurex website. The path to the order entry page is:

https://business.eurexchange.com/irj/portal > Technical Services >
Tickets & Requests > Enter a Request

As of September 1, 2010, orders placed by fax or e-mail will no longer be accepted.

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Eurex Member Section: Orders for Connections and technical Change Requests only via Online Service "Tickets & Requests" as of September 1, 2010

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Through the online procedure you will benefit from various advantages:

- No paper forms to be filled in
- Integrated plausibility checks reduce the need for further inquiries on both sides
- Faster processing of your orders on our side
- Up-to-date information about the processing status of your orders is available online at any time under Technical Services > Tickets & Requests > Request Overview

Since September 2007, functionality and possibilities of application of the area Technical Services > Tickets & Requests have continuously been improved and enhanced. You will find instructions of how to use Tickets & Requests in the user manual under Technical Services > Tickets & Requests > Manuals.

If you have any further questions about Tickets & Requests, please contact your Technical Key Account Manager who is indicated under Technical Services > Tickets & Requests > Welcome - in the lower part of the screen.

In order to place your orders online, you need personal login data (user ID and password) for the Eurex Member Section as well as an access authorization for Tickets & Requests.

If you do not have personal login data for the Eurex Member Section yet, please contact your Central Coordinator (CC). The CC will provide you with your company's group login. By means of this group login you can register your personal user ID online.

If you already have your personal login data, you may apply for the access authorization for Tickets & Requests in the Eurex Member Section under Service Point > Web User Administration > Rights Request.

If you have any questions about access to the Eurex Member Section, please contact the Service Point Team on tel. +49-(0) 69-2 11-1 78 88 or send an e-mail to servicepoint@deutsche-boerse.com.

Please note: The services provided contain confidential information. Please make sure that only persons who are especially authorized to view such information will have access to them.

Frankfurt, July 5, 2010